



Crime Victim Service Providers Survey

This survey was conducted by the Washington State Department of Correction's Victim Services Program with consultation from Budget, Research, and Strategic Planning. It was implemented with the assistance of the Office of Crime Victim Advocacy and guidance was provided by the Victims Council.

November 2004



Crime Victim Service Providers Survey

Executive Summary

Governor Locke's Executive Order 03-01 directs each state agency to enhance service delivery and the Department of Corrections (DOC) has a goal to reduce victimization. As a way of working on both topics, DOC assessed service delivery to crime victim service providers. Impartiality and ownership of a service provider database prompted the choice of the Office of Crime Victim Advocacy (OCVA) as survey administrator.

In February of 2004, OCVA emailed approximately 250 surveys. A total of 60 surveys were completed and returned, affording a 24 percent return rate. Results are presented in two ways: results overall and results by agency type. Analysis indicated that approximately 90 percent of the responses were derived from government-based and community-based agencies; therefore, results focus on those agency types.

Further analysis showed that the majority of the respondents provided direct victim services in rural areas, employed 6-25 people, have been in existence for over ten years and have held six or more contacts with DOC. Government-based agencies were mostly located on the eastern side of the state while community-based agencies were mostly located on the western side of the state. Satisfaction of service provided through DOC contacts was evaluated on a scale consisting of 0 (Not Applicable), 1 (Poor), 2 (Fair), 3 (Good) and 4 (Excellent). At the most, just over one-third (21) of the 60 respondents answered these satisfaction questions. Overall, satisfaction of service provided through various DOC staff averaged between 3 and 4. The two exceptions were contact with Risk Management Specialists and with Prison Staff, both of which averaged 3 or slightly below. Note that only four agencies responded as having had frequent contact with Risk Management Specialists. Calculating the average of a small group of numbers allows extreme responses (very low or very high) to have a greater effect, thereby allowing the average to be pulled up or down easily.

Satisfaction results by agency type showed that government-based agencies, averaging between 3 and 4, had greater satisfaction with DOC services than community-based agencies, averaging between 2 and 4.

More respondents reported hearing positive comments from their clients regarding contact with DOC than reported hearing negative comments. Almost all respondents felt there was no duplication of service that occurred between their agency and DOC.

The priorities of DOC as perceived by all responding agencies were:

Government-based agencies

- 1) Community supervision of offenders
- 2) Monitoring offenders for compliance
- 3) Incarceration of offenders

Community-based agencies

- 1) Incarceration of offenders
- 2) Community supervision of offenders
- 3) Re-entry of offenders following confinement
(was tied with)
- 3) Community safety/crime reduction

When asked to rate satisfaction in fulfillment of these perceived priorities, the average overall was 2.5, the government-based agency average was 2.8 and the community-based agency average was 2.2.

There is a definite difference in satisfaction levels between government- and community-based agencies, and in perceived priorities of DOC. These survey results will provide a baseline on which to compare future surveys.

Crime Victim Service Providers Survey

As the first step in responding to the Governor's executive order on service delivery, the Department of Corrections (DOC) set out to assess their relationship with victim service providers.

It was determined that the Office of Crime Victim Advocacy (OCVA) would send the survey on behalf of DOC. The OCVA was chosen because it is an independent agency, would not influence provider responses, and has established victim service provider databases from which to draw survey participants.

The results of this survey create a baseline of the perceived quality of service provided by DOC to the victim service providers. This will give DOC something against which to compare future inquiries.

On February 11, 2004, a survey was emailed to approximately 250 crime victim service providers. These agencies were given approximately four months, or until May 31st, to respond. After the four months, only 47 surveys had been returned. A request for more responses was submitted and additional surveys were returned for a total of 60 completed surveys. This is a 24 percent return. The following is a report of the overall survey results. Attached to this report are the survey results for Government-based agency and Community-based agency types.

On questions seeking a Yes/No answer, No refers to any non-Yes response, be that a No or a lack of response (missing).

Agency Information

Question 1: Is your agency:

Government Based	27	45%
Community Based	26	43%
Other	5	8%
Coalition	0	0%
Missing	2	3%
TOTAL	60	100%

The number of responses from Government-Based agencies and Community-Based agencies are nearly equal. A breakdown of the survey responses by agency type is included at the end of this report.

Question 2: Does your agency provide direct victim services?

Yes	48	80%
No	12	20%
TOTAL	60	100%

A large percentage of the agencies that responded provided direct victim services.

If yes, what is your primary service area?

Domestic Violence	42	88%
Sexual Assault	42	88%
Child Advocacy	28	58%
Other	20	42%
Homicide	17	35%
Assault/Robbery	17	35%

This is the distribution of primary agency services within victim services. Many respondents indicated more than one service. The percentage reflects agencies that answered "YES" and chose that service type. For example, 88 percent of agencies that provide direct victim services chose Domestic Violence as a service area.

Agency Information

Question 3: How many employees are in your agency?

0-5	16	27%
6-25	30	50%
26-50	6	10%
Over 50	8	13%
TOTAL	60	100%

Over three-quarters of the agencies that responded have fewer than 25 employees in their agency.

Question 4: Do you provide services primarily within a:

Rural	34	57%
Urban	14	23%
Statewide	9	15%
Rural and Urban	2	3%
Missing	1	2%
TOTAL	60	100%

The largest service coverage occurs in rural areas, according to respondents.

Question 5: Is your agency located in:

Western	34	57%
Eastern	25	42%
Statewide	1	2%
TOTAL	60	100%

Over half of the agencies responding are located on the western side of the state.

Question 6: How long has your agency been in existence?

0-5	3	5%
6-10	6	10%
Over 10	51	85%
TOTAL	60	100%

Most of the agencies have been in existence for more than ten years.

Question 7: What type of service does your agency provide?

Court Advocacy	43
Legal Advocacy	40
Safety Planning for Victim	37
Other	35
Peer Support	25
Shelter	22
Mental Health	15

Respondents were allowed to choose more than one response to this question. Court Advocacy and Legal Advocacy are the most frequent service types provided by responding agencies.

Most "Other" services that were mentioned fell into categories of medical support, counseling, resource referrals, support groups and law enforcement.

Feedback on Interaction with Department of Corrections

Question 8: How many contacts has your agency had with the Department of Corrections?

None	5	8%
1-2	4	7%
3-6	8	13%
6 or more	31	52%
Missing	12	20%
TOTAL	60	100%

More than half of responding agencies had six or more contacts with DOC.

If the agency had no contact with DOC, they were asked to skip Questions 9-13.

Question 9: What has been the nature of your contacts with the Department of Corrections?

Offender Information	37
Victim is threatened	21
Training/Resource Information	19
Victim Safety Planning	18
Other	15
Risk Mgmt Team Participation	10

The most common reason for DOC contact is for offender information; the second is due to the victim being threatened.

Question 10: What percent of the contacts were initiated by your agency and what percent were initiated by DOC (the two should equal 100%)?

Your Agency/DOC	
5/95	1
10/90	1
20/80	3
30/70	1
40/60	2
50/50	16
60/40	1
70/30	1
75/25	3
80/20	1
90/10	2
100/0	3

Only 35 of the 60 respondents answered this question.

The most frequent response is that agencies equally shared the initiation of contacts with DOC.

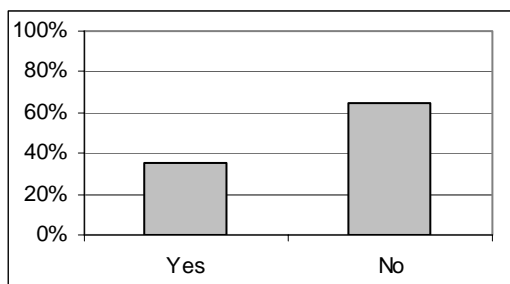
Overall, there tends to be more contacts made by the responding agencies than by DOC.

Question 11: This question pertains to your agency's contact with various DOC staff.

Scale used to respond to Question 11.

- 0 – Not Applicable**
- 1 – Poor**
- 2 – Fair**
- 3 – Good**
- 4 – Excellent**

Community Corrections Officers
Has your contact been frequent?



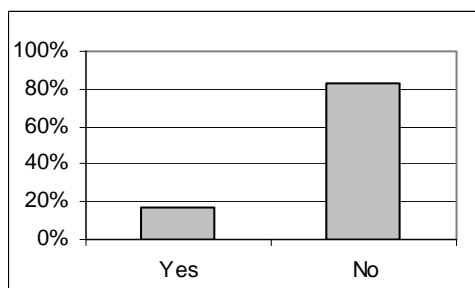
Approximately one-third of respondents had frequent contact with Community Correction Officers.

Respondents scored individual contact with Community Corrections Officers items between Good and Excellent with the exception of Accuracy of information, which averaged just above Good.

The overall average for contact with Community Corrections Officers was 3.4

Accessibility to your agency	3.5
Helpfulness to your agency	3.5
Information easily understood	3.5
Responsiveness to your inquiries	3.4
Timeliness in responding	3.4
Accuracy of information given to your agency	3.2

Community Victim Liaisons
Has your contact been frequent?



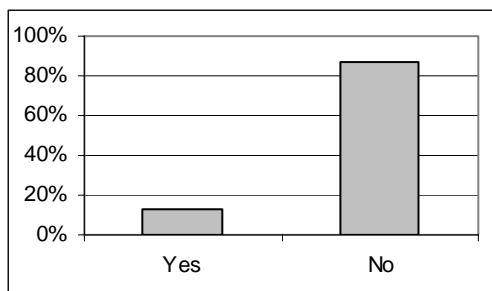
Less than 20 percent of respondents had frequent contact with Community Victim Liaisons.

Individual contact with Community Victim Liaisons items scored above Good.

The overall average for contact with Community Victim Liaisons was 3.4.

Helpfulness to your agency	3.4
Accessibility to your agency	3.3
Information easily understood	3.3
Timeliness in responding	3.2
Accuracy of information given to your agency	3.2
Responsiveness to your inquiries	3.1

Victim Witness Notification Program Staff **Has your contact been frequent?**



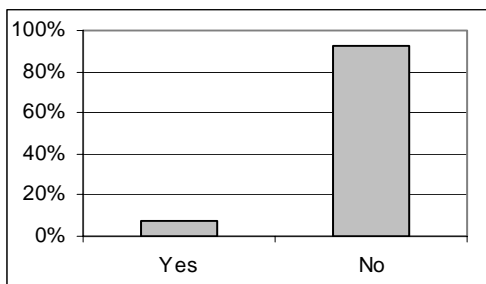
Only 13 percent of agencies responding experienced frequent contact with Victim Witness Notification Program Staff.

Individual contact with Victim Witness Notification Program Staff items ranged high overall.

The overall average for contact with Victim Witness Notification Program Staff was 3.4

Accessibility to your agency	3.6
Accuracy of information given to your agency	3.4
Information easily understood	3.4
Timeliness in responding	3.4
Helpfulness to your agency	3.3
Responsiveness to your inquiries	3.3

Risk Management Specialist **Has your contact been frequent?**



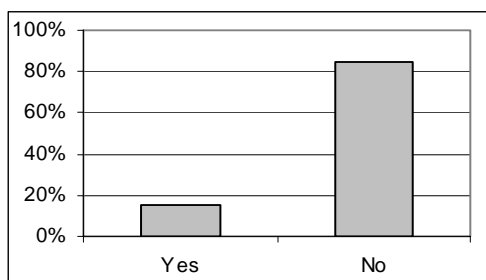
Less than 10 percent of responding agencies considered their contact with Risk Management Specialists to be frequent, the lowest of all contact response rates.

The averages of the individual contact with Risk Management Specialist items ranged between Fair and Excellent.

The overall average for contact with Risk Management Specialists was 3.0.

Accuracy of information given to your agency	3.5
Helpfulness to your agency	3.5
Information easily understood	3.5
Accessibility to your agency	3.0
Responsiveness to your inquiries	2.8
Timeliness in responding	2.5

Prison Staff **Has your contact been frequent?**



Accuracy of information given to your agency	3.0
Information easily understood	3.0
Responsiveness to your inquiries	3.0
Timeliness in responding	3.0
Helpfulness to your agency	2.9
Accessibility to your agency	2.7

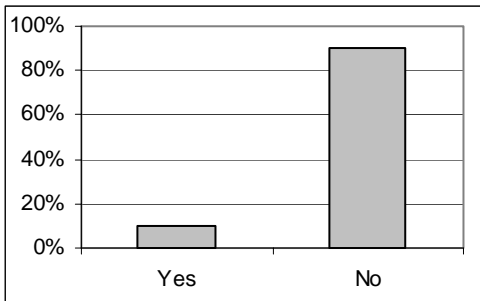
Fifteen percent of agencies that responded had frequent contact with Prison Staff.

The individual contact with Prison Staff items averaged between Fair and Good.

The overall average for contact with Prison Staff was 2.9.

Other Staff

Has your contact been frequent?



Other staff:

Youth probation officer
Officers
Kittitas County Law Enforcement Agency
Office
Local DOC office
WA corrections counselor on staff

Information easily understood	3.7
Accuracy of information given to your agency	3.5
Responsiveness to your inquiries	3.5
Timeliness in responding	3.5
Accessibility to your agency	3.2
Helpfulness to your agency	3.2

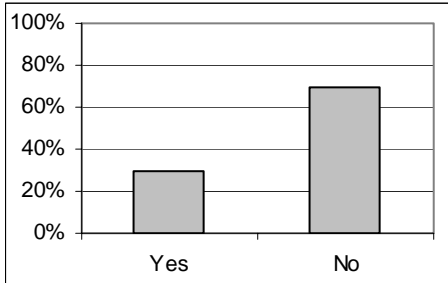
Few respondents had frequent contact with persons considered as Other Staff.

Provided is a list of Other Staff as specified by those having experienced frequent contact.

Individual contact with Other Staff items averaged well above Good.

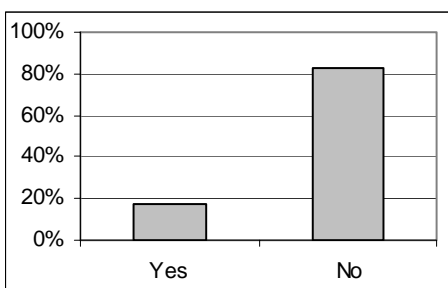
The overall average for contact with Other Staff was 3.4.

Question 12: Within the last 12 months, have you heard positive comments from your clients regarding their contacts with DOC?



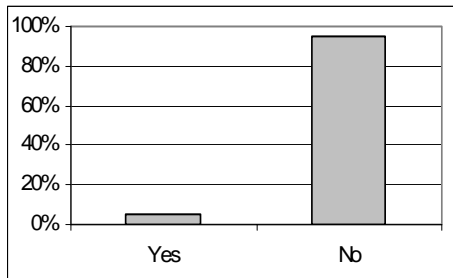
Approximately one-third of all respondents heard positive comments from their clients regarding contacts with DOC.

Question 13: Within the last 12 months, have you heard negative comments from your clients regarding their contact with DOC?



Less than 20 percent of all respondents heard negative comments from their clients regarding contacts with DOC.

Question 14: Do you feel there is any duplication of services between your agency and DOC?



Only 5 percent of responding agencies felt there is duplication of services between their agency and DOC.

Question 15: What do you believe to be the top two priorities of DOC?

Community supervision of offenders	23
Incarceration of offenders	21
Monitoring offenders for compliance	19
Re-entry of offenders following confinement	13
Victim safety	12
Community safety/crime reduction	10
Other	5
Offender safety	0

The priorities of DOC as believed by responding agencies are:

- #1 Community Supervision of Offenders
- #2 Incarceration of Offenders
- #3 Monitoring Offenders for Court Order Compliance

Offender safety was not believed to be a priority of DOC. Other priorities mentioned include: monitoring restitution, offender rehabilitation, offender accountability, assisting community in developing policies/procedures to enhance victim services.

Question 16: Based on your response to Question #15, how do you feel DOC is doing in fulfilling these priorities?

DOC fulfilling priorities	Avg Score 2.5
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DOC averaged a score of 2.5, between Fair and Good, in fulfilling their perceived priorities.

Question 17: What changes or improvements would you like to see DOC make in the future with regard to victim services?

Below is a list of the changes or improvements that were suggested by the responding agencies. The overarching themes that were found are:

- Increasing offender supervision or adding more staff to supervise offenders
- Offering more support to victims be it through support, programs, better communication/information, or contact
- Increased or better communication with support agencies

Individual Change/Improvement Comments

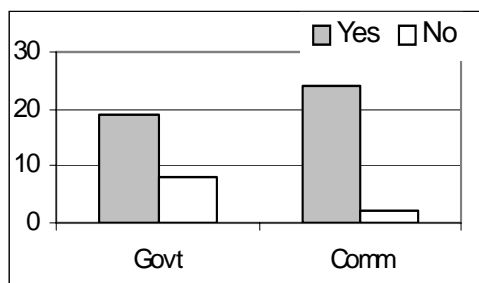
- Would like to see a more pro-active approach to restitution collection.
- To share victim addresses with our agency for notification purposes and safety planning and that purpose only. Safety planning and providing victim with options and other resources.
- They need to dramatically increase the number of victim liaisons.
- The concern that comes to mind because it has been a recent issue deals with reentry of offenders. We get frequent requests from prisoners for housing, yet we are unable to serve them because of the standards required for release. We have been told that prior to release there would need to be a review and a site visit to the actual housing unit a person could come to and that there was no guarantee on a timeline. As a housing provider, I recognize the need to serve those who are released by cannot comply with your guidelines for site visits (we are a semi-confidential DV program) or your lack of knowledge of timeline (we cannot hold a room open for any extended period of time due to our funding). This creates a double bind for the prisoner – they are unable to get housing because of your guidelines and unable to get out because they can't get housing. I would request that this be looked at. A site visit should not be necessary as most programs receive federal, state, and local guidelines and have to meet numerous housing guidelines.
- The Community Victim Liaison program has been successful in the Spokane area, and I would hope DOC will maintain these services if not increase them.
- Provide therapeutic services to prisoners. Focus on rehabilitation & reentry. You have a very difficult job & such a huge responsibility. Keep up the good work!
- More work with community providers to create a better understanding of what DOC is doing.
- More victim liaisons. There's too big of an area for them to cover. More coordination with local service provider agencies.
- More staff for supervising offenders, support victims indirectly.
- More follow up on offenders who are not compliant with court orders
- More contact with victims; more emphasis on victim safety; give victims more info through process; notification w/o request in (victims do not know requirements)
- More collaboration with community-based organizations that provide appropriate bilingual/bicultural services.
- More accessible CCOs from the local offices.
- Increased supervision of offenders to insure victim safety
- I would truly appreciate if the State would allow Progress to remain open. Rev. Leo C. Brown has operated this organization for the last 25 yrs. He and the community need more respect than what I am currently observing.
- I would like to have on going team meeting discussing status and planning. As a mental health professional and therapist for the victims, I feel it is extremely important to plan for events that will effect the clients life....there is more...doesn't fit
- I would like more collaboration and for them to refer to us more often.
- Give them the money they need
- Continue to receive and participate in training(s) regarding violence and sexual assault issues. Continue to maintain contact with other agencies to support and develop victim services.

Survey Results as Indicated by Government-Based and Community-Based Agencies Agency Information

Question 1: Is your agency:

Government Based	27	45%
Community Based	26	43%
Other	5	8%
Coalition	0	0%
Missing	2	3%
TOTAL	60	100%

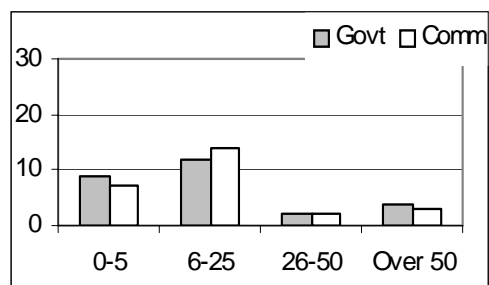
Question 2: Does our agency provide direct victim services?



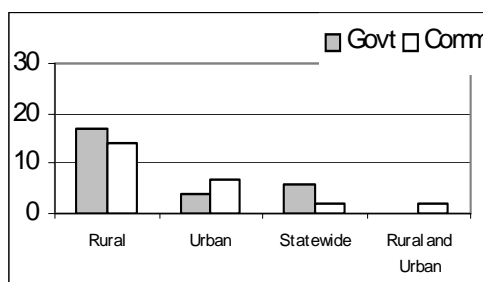
If yes, what is your primary service area?

Domestic Violence	18	20
Sexual Assault	18	20
Child Advocacy	11	14
Other	13	6
Homicide	14	1
Assault/Robbery	14	2

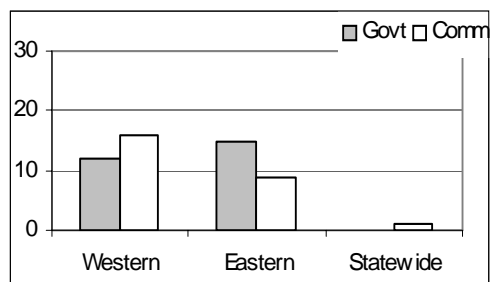
Question 3: How many employees are in your agency?



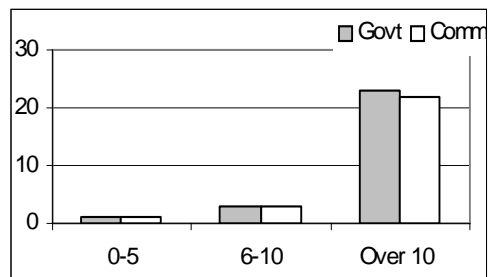
Question 4: Do you provide services primarily within a:



Question 5: Is your agency located in:



Question 6: How long has your agency been in existence?

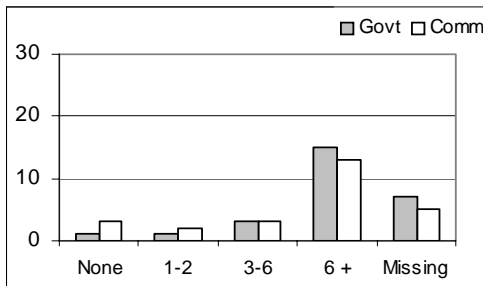


Question 7: What type of services does your agency provide?

	Govt	Comm
Court Advocacy	18	20%
Legal Advocacy	13	23%
Safety Planning for Victims	9	23%
Other	16	15%
Peer Support	6	16%
Shelter	2	16%
Mental Health	3	8%

Feedback on Interaction with Department of Corrections

Question 8: How many contacts has your agency had with the Department of Corrections?



Question 9: What has been the nature of your contacts with the Department of Corrections?

Offender Information	18	14
Victim is threatened	12	7
Training/Resource Information	5	10
Victim Safety Planning	8	9
Other	6	7
Risk Mgmt Team Participation	5	4

Question 10: What percent of the contacts were initiated by your agency and what percent were initiated by DOC (the two should equal 100%)?

	Govt	Comm
Your Agency/DOC		
5/95	0	1
10/90	0	1
20/80	1	1
30/70	0	1
40/60	1	1
50/50	9	5
60/40	1	0
70/30	1	0
75/25	2	0
80/20	0	0
90/10	1	1
100/0	1	2

Question 11: This questions pertains to your agency's contact with various DOC staff.

Scale used to respond to Question 11.

0 – Not Applicable

1 – Poor

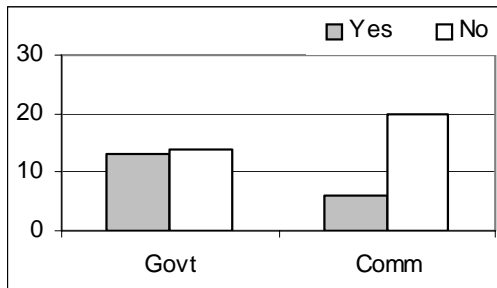
2 – Fair

3 – Good

4 – Excellent

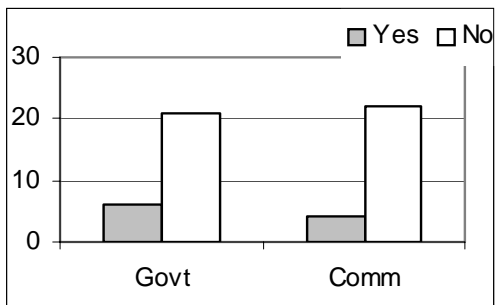
Community Victim Liaisons

Has your contact been frequent?



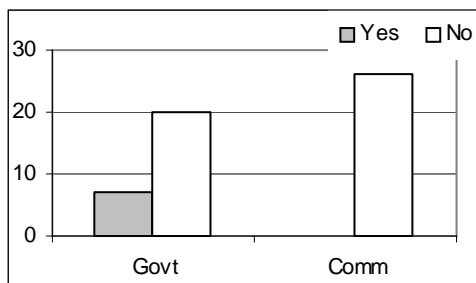
Community Victim Liaisons

Has your contact been frequent?



Victim Witness Notification Program Staff

Has your contact been frequent?



Average Score

	Govt	Comm
Accessibility to your agency	3.6	3.4
Accuracy of information given to your agency	3.3	3.1
Helpfulness to your agency	3.6	3.4
Information easily understood	3.6	3.4
Responsiveness to your inquiries	3.5	3.6
Timeliness in responding	3.7	3.1

Average Overall Score

	Govt	Comm
Contact with Community Corrections	3.5	3.4

Average Score

	Govt	Comm
Accessibility to your agency	3.8	3.3
Accuracy of information given to your agency	3.6	3.3
Helpfulness to your agency	3.8	3.5
Information easily understood	3.6	3.3
Responsiveness to your inquiries	3.8	3.0
Timeliness in responding	3.6	3.3

Average Overall Score

	Govt	Comm
Contact with Community Victim Liaisons	3.6	3.3

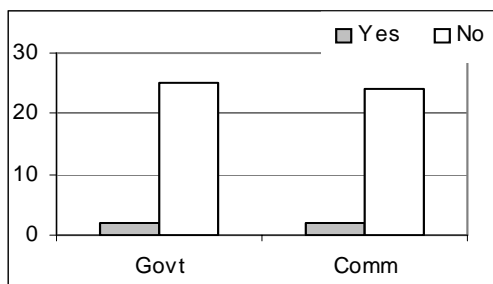
Average Score

	Govt	Comm
Accessibility to your agency	3.8	0
Accuracy of information given to your agency	3.7	0
Helpfulness to your agency	3.5	0
Information easily understood	3.7	0
Responsiveness to your inquiries	3.5	0
Timeliness in responding	3.7	0

Average Overall Score

	Govt	Comm
Contact with Victim Witness Notification Program Staff	3.6	0

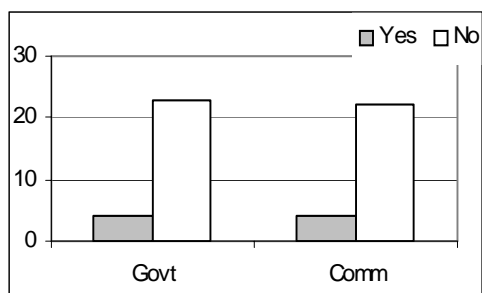
Risk Management Specialist
Has your contact been frequent?



	Average Score	
	Govt	Comm
Accessibility to your agency	2.5	3.5
Accuracy of information given to your agency	3.5	3.5
Helpfulness to your agency	3.5	3.5
Information easily understood	3.5	3.5
Responsiveness to your inquiries	2.0	3.5
Timeliness in responding	1.5	3.5

	Average Overall Score	
	Govt	Comm
Contact with Risk Management Specialist	2.8	3.5

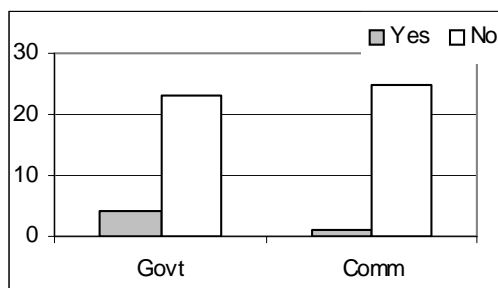
Prison Staff
Has your contact been frequent?



	Average Score	
	Govt	Comm
Accessibility to your agency	3.5	2.3
Accuracy of information given to your agency	3.5	2.8
Helpfulness to your agency	3.0	2.8
Information easily understood	3.5	2.7
Responsiveness to your inquiries	3.5	2.8
Timeliness in responding	3.5	2.8

	Average Overall Score	
	Govt	Comm
Contact with Prison Staff	3.4	2.5

Other Staff
Has your contact been frequent?



	Average Score	
	Govt	Comm
Accessibility to your agency	3.3	4.0
Accuracy of information given to your agency	3.3	4.0
Helpfulness to your agency	3.3	4.0
Information easily understood	3.3	4.0
Responsiveness to your inquiries	3.3	4.0
Timeliness in responding	3.7	4.0

Other Staff:

Government

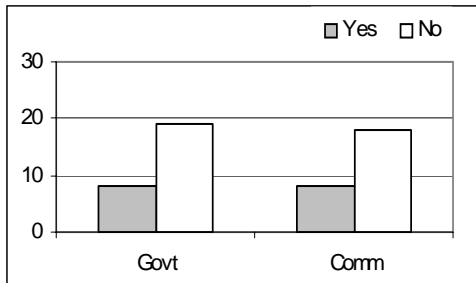
Kittitas County Law Enforcement Agencies
 Office
 Local DOC Office

Comm

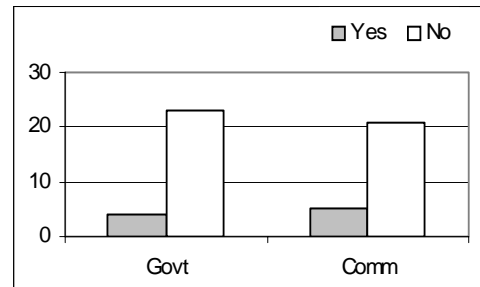
Officers
 WA Corrections Counselor on staff

	Average Overall Score	
	Govt	Comm
Contact with Other Staff	3.4	4.0

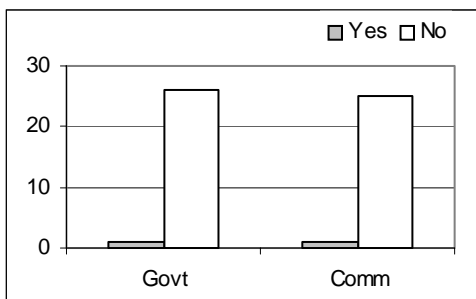
Question 12: Within the last 12 months, have you heard positive comments from your clients regarding their contacts with DOC?



Question 13: Within the last 12 months, have you heard negative comments from your clients regarding their contact with DOC?



Question 14: Do you feel there is any duplication of services between your agency and DOC?



Question 15: What do you believe to be the top two priorities of DOC?

	Govt	Comm
Community supervision of offenders	12	7
Monitoring offenders for compliance	11	4
Incarceration of offenders	8	10
Re-entry of offenders following confinement	6	6
Victim safety	6	5
Community safety/crime reduction	3	6
Other	3	5
Offender safety	0	0

Question 16: Based on your response to Question #15, how do you feel DOC is doing in fulfilling these priorities?

	Average Overall Score	
	Govt	Comm
DOC fulfilling priorities	2.8	2.2